

National Bank of Greece

Remedy set a new standard for how Banking delivers and supports services and enabled IT to become a strategic business partner.

The Bank

National Bank of Greece, the oldest and largest among Greek banks, heads the strongest financial group in the country. It boasts a dynamic profile internationally, particularly in Southeastern Europe and the Eastern Mediterranean. The Bank is further modernizing its operations, backed by investment in new technology, so as to better serve its customers and enhance its profitability.

The Challenge

Considering the complexity of NBG's operations, it was quite a challenge to achieve the high levels of service users require and demand. A robust Help Desk was in imminent need for improving the level of internal support.

Different business needs from different territories where the Bank operates needed to be properly and timely managed. Operating in multiple countries also brought in the need for simultaneous management and support of many different software applications and hardware, which only added to the complexity of the Bank's processes. Additionally, compliance with SOX regulations was also a critical issue, since top management must certify the accuracy of financial information and penalties for fraudulent financial activity are severe.

The Solution

BMC Remedy Service Desk 7.1 was selected as the best fit solution for NBG's growing requirements. Remedy is the industry's leading incident and problem management solution. Whether implemented as a stand-alone solution or as part of the integrated BMC Remedy IT Service Management Suite, this robust, ITIL-based solution cost-effectively reduced the number of incidents handled, improved resolution times, and now prevents future incidents from occurring — all while improving IT staff efficiency.

Remedy now provides a common database for the NBG Group (Greece and the Balkans). The Bank has access to immediate and accurate reporting for the monitoring of all Service Desk functions. Its data is structured and the levels of internal support offered exceed expectations. Through implementing and using Remedy, NBG has increased value with complete, integrated IT solutions from a single vendor and delivers a friction-free, intuitive user experience. It can now ensure rapid, risk-free service delivery with built-in best practices in a proven platform while also anticipate IT operations needs from data-driven insights. Dashboards and reports give real-time performance statistics to understand service trends and provide better business support. Easy-to-learn, consumer-style tools allow teams to engage, collaborate, and expand their knowledge base to solve issues faster.

Easier to use, faster to deploy, and packed with the latest innovations in service management, Remedy IT Service Management extends support beyond traditional ITSM with a highly extensible platform that integrates seamlessly with a greater IT operations management environment. It automates, analyzes and configures every business service to minimize risk to the NBG work environment.

The Products

BMC ITSM v7.1

- Service Desk
- Incident and Problem Management



Industry

Banking

Business need

A Help Desk process for faster and better internal support

Solution

BMC ITSM

- Service Desk
- Incident & Problem Management

Result

- Best practice processes
- Improvement of key metrics
- Structure of data
- Improved user self-sufficiency
- Prevention of future incidents from occurring
- Increased customer satisfaction ratings